

Home care packages service fees

mecwacare

EFFECTIVE 1 JULY 2024

HOME SUPPORT SERVICES	
Home Care [^] , Personal Care, Respite Care	GST exempt
6am-8pm weekdays	\$62.00 per visit
8pm-6am weekdays/weekends	\$74.00 per visit
Public holidays	\$98.00 per visit
Sleepovers: NB. The 10 hour sleepover service includes 2 hours' active time at the start or end of the shift	
Weekdays (10 hours)	\$391.00
Weekends (10 hours)	\$521.50
Public holidays (10 hours)	\$598.00
Live-in Rate	
Weekdays (per 24 hours)	\$598.00
Weekends (per 24 hours)	\$718.00
Public holidays (per 24 hours)	\$978.00
Strength Training	\$43.50 per hr
Podiatry	\$104.00 per session
Social Support Group	\$159.00 per session
Light gardening services #	Fees vary based on contractor rates, most common rate is \$80 per hour

NURSING SERVICES	
Registered Nurse	GST exempt
Weekday	\$116.00 per session
Weekend	\$148.00 per session
Public holiday	\$180.00 per session
Enrolled Nurse	
Weekday	\$97.50 per session
Weekend	\$122.00 per session
Public holiday	\$159.00 per session
24-hour	
Monday-Thursday	\$2,226
Friday	\$2,438
Saturday	\$2,756
Sunday	\$3,286

SPECIALISED SERVICES	
Continence Assessment*	\$150.50 per hr
Clinical Nursing Assessment*	\$164.00 per hr
Occupational Therapy Service (Assessment, Reviews, Equipment Trials)*	\$175.00 per hr

[^] Minimum service per visit for Home Care, Personal and Respite Care is 1 hour.

*Occupational Therapy, Continence and Clinical Nursing Assessments visits will incur a charge of \$1.60 per km plus GST.

GENERAL INFORMATION AND THIRD-PARTY CONTRACTORS

- This fee applies to internal services only. Fees for services delivered by contractors range from \$50-\$100 per hour for home support services, and from \$90-\$180 per hour for nursing care. Fees for contracted home support services, nursing care, equipment, gardening, home maintenance/modifications and other services not listed will be charged as an all inclusive price that covers the contractors hourly rate and our reasonable business costs. A cancellation charge at full cost will apply (for all service types) when less than 48 hours notice of cancellation is given.
- Where staff use their own car on behalf of the client, \$1.60 per km plus GST will be charged.
- 24hr/7 days per week after hours support service is free of charge.

DESCRIPTION OF SERVICES

Home Care	Refers to household activities such as cleaning, dishwashing, clothes washing, ironing and shopping.
Personal Care	Refers to assistance with self-care tasks such as showering, grooming, food preparation and assistance with mobility (e.g. getting in and out of bed).
Respite Care	Refers to care provided to a client to allow the usual carer to have a break from their caring responsibilities.
Nursing Services	Refers to professional healthcare provided by a Registered Nurse or an Enrolled Nurse.

How to comment on the quality of our service

mecwacare welcomes your feedback as this helps us to improve our services. As a mecwacare client or carer you have a right to raise issues of concern without your access to services being affected. All concerns and complaints are taken seriously and positive feedback is also appreciated.

If you have any concerns, complaints or compliments with regard to the quality of the care and services you receive or the way in which your personal or health information has been handled, you can take the following steps:

- Talk to the person involved and try to solve the problem directly with them.
- If you are not satisfied or wish to discuss the matter further, contact the mecwacare Coordinator or Program Manager who will investigate and work with you to find a suitable solution within 14 days.
- If you feel that your issue or concern has not been addressed or resolved to your satisfaction, contact mecwacare's Executive General Manager Home and Community Care Services on freecall **1800 163 292**.

Privacy of information

mecwacare respects your right to privacy and we are committed to managing personal and health information in a respectful way in accordance with the legislation.

When we are planning service delivery we collect a range of personal and health information. This information enables us to provide clients with appropriate care and services.

Requests to access or correct personal health information should be made in writing to the mecwacare Privacy Representative, c/o 1287 Malvern Rd, Malvern 3144 or email privacyofficer@mecwacare.org.au

Public holiday dates 2024/25

Services are not provided on a public holiday

AFL Grand Final Eve • Friday 27 September 2024
(subject to AFL schedule)

Melbourne Cup • Tuesday 5 November 2024

Christmas Day • Wednesday 25 December 2024

Boxing Day • Thursday 26 December 2024

New Year's Day • Wednesday 1 January 2025

Australia Day • Monday 27 January 2025

Labour Day • Monday 10 March 2025

Good Friday • Friday 18 April 2025

Easter Saturday • Saturday 19 April 2025

Easter Sunday • Sunday 20 April 2025

Easter Monday • Monday 21 April 2025

Anzac Day • Friday 25 April 2025

King's Birthday • Monday 9 June 2025

Services are not provided on a public holiday

To discuss how mecwacare can meet your care needs:

P 03 8573 4980

E intake@mecwacare.org.au